



DEPARTMENT OF THE ARMY
U.S. ARMY MILITARY DISTRICT OF WASHINGTON
JOINT FORCE HEADQUARTERS-NATIONAL CAPITAL REGION
102 3RD AVENUE, BLDG 39, SUITE 2
FORT LESLEY J. MCNAIR, DC 20319-5031

ANCG

MAR 14 2016

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter – Commander's Open Door Policy – Memorandum #1

1. REFERENCE. AR 600-20 (Army Command Policy).
2. PURPOSE. To provide guidance to Joint Force Headquarters-National Capital Region/U.S. Army Military District of Washington (JFHQ-NCR/USAMDW) personnel on the Commander's Open Door policy.
3. APPLICABILITY. These procedures are applicable to all servicemembers and civilian employees assigned to and/or under the operational control of JFHQ-NCR/USAMDW. This policy does not apply to issues that are under disciplinary review, concern adverse personnel action, or have already been addressed through other procedures or subordinate authorities. Examples include ongoing investigations, reassignment orders, inspector general inquiries, administrative separations, equal opportunity (EO) or Equal Employment Opportunity (EEO) issues, and issues relating to grades or the discipline of civilian employees.
4. POLICY. In accordance with guidelines set forth in Chapter 2-2 of the reference; to set the conditions for successful communication and to ensure that every Service Member and Civilian employee can speak freely; commanders and supervisors will establish "Open Door" policies.
5. PROCEDURES.
 - a. Commanders and supervisors will disseminate procedures that are simple and conducive for employee and Service member feedback. Our leaders can solve the great majority of problems if they understand the concerns of the work force.
 - b. Any request to discuss an issue with me should be addressed in writing through the Chief of Staff and Deputy Commander, JFHQ-NCR/USAMDW. The request should describe the nature of the issue, why my personal attention is required, and what steps have been taken to address the issue up to that point. Issues affecting enlisted personnel should be brought to the attention of the JFHQ-NCR/USAMDW Command Sergeant Major, if possible, before being referred to me.
 - c. I encourage Servicemembers and Civilian employees to use the "Open Door" policy provided by their commander or supervisor. Additionally, both the Command Sergeant Major and I are available to meet with any member of the command under the "Open Door" policy. Anyone who wishes to see me should call my Executive Officer or Aide-de-Camp to schedule an

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appointment.

d. Our effective “Open Door” policy is just one way to keep the Command communicating and “on-track” to accomplish our diverse and demanding mission. No one will prevent an individual assigned to or living in the JFHQ-NCR/USAMDW area of operations the opportunity to request assistance from the chain of command, an inspector general, a staff judge advocate, an EO or EEO adviser, or a member of Congress.

6. PROPONENT. The Command Group is the proponent for this JFHQ-NCR/USAMDW policy letter. The point of contact is the Executive Officer at (202) 685-2817/2807 or DSN 325-2817/2807.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

BRADLEY A. BECKER
Major General, US Army
Commanding

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